



Rhode Island Department of Revenue Division of Taxation

ADV 2016-17
TAX ADMINISTRATION

ADVISORY FOR TAX PROFESSIONALS
OCTOBER 3, 2016

Computer system changeover starts on November 7 *Office will stay open, services will be limited, during conversion period*

PROVIDENCE, R.I. – The third phase of the Rhode Island Division of Taxation’s changeover to a new agency-wide computer system will start on November 7, 2016, and continue through November 14, 2016.

During the computer conversion period, the Division will remain open to the public, but a number of services will not be available. Taxpayers and tax professionals should therefore plan ahead. All services will resume in full on November 15, 2016.

The following at-a-glance calendar shows when this phase of the conversion begins, when it ends, and the intervening period – including two regularly scheduled holidays.

Nov. 7	Nov. 8	Nov. 9	Nov. 10	Nov. 11
Monday Open: Limited service 8:30 a.m. to 3:30 p.m.	Tuesday Holiday: Closed (Election Day)	Wednesday Open: Limited service 8:30 a.m. to 3:30 p.m.	Thursday Open: Limited service 8:30 a.m. to 3:30 p.m.	Friday Holiday: Closed (Veterans Day)

Nov. 14	Nov. 15
Monday Open: Limited service 8:30 a.m. to 3:30 p.m.	Tuesday Open: Full service resumes 8:30 a.m. to 3:30 p.m.

Some services temporarily unavailable

The Division of Taxation, at One Capitol Hill in Providence, will remain open during normal business hours while the computer system conversion occurs, and many services will continue to be available. For example, the agency’s website and email system will remain fully functional, payments will be received, and electronically filed tax returns will be received and acknowledged.

However, a number of services will not be available during the conversion, mainly because the old computer systems and the new system will be tied up with the changeover. For example, during the changeover period, the Division will be unable to issue letters of good standing, unable to release license and registration blocks, and unable to check on a taxpayer’s account balance.

Taxpayers and tax practitioners should plan ahead. For example, if someone is blocked from renewing a driver's license, professional license, or motor vehicle registration because that person owes back taxes, that person should pay the tax debt before November 7. The Tax Division is in the process of mailing a letter to each person who is subject to a license or registration block, urging them to resolve their tax matter prior to November 7. (To make arrangements to pay tax debt before November 7, call the Division of Taxation at (401) 574-8941 from 8:30 a.m. to 3:30 p.m. business days.

Impact on services

The following table shows some of the services that will continue to be available, and some that will not be available, during the changeover period.

Division of Taxation services for computer conversion period Nov. 7 through Nov. 14	
<i>Services available:</i>	<i>Services <u>not</u> available:</i>
Office remains open, sections remain open	Issuing letters of good standing
Phones, emails answered (for general information only, not account-specific)	Releasing license blocks
Letters and other deliveries received by Division	Releasing registration blocks
Payments received by Division (credit card, debit card, ACH debit, ACH credit, checks)	Releasing Collections liens and levies
Employer Tax section (includes state unemployment insurance, TDI)	Checking on taxpayer account status, history
E-filed tax returns received, acknowledged	Answering taxpayer-specific inquiries
Paper-filed tax returns received	Issuing liquor license certificate of good standing
Requests for forms, instructions accepted	
General questions answered	
Website, including online services, open	
Audits and examinations continue	
Division accepting new business registrations (but not issuing permits or licenses)	
Hearings held, legal papers received	

- Conversion period starts November 7, 2016. Office will be open, but services limited, on November 7, 9, 10, and 14, 2016
- Requests to release estate tax liens will continue to be processed as usual.
- Acknowledgements of discharges of liens related to sale of Rhode Island real estate by nonresidents will continue as usual.
- Cashier window will be open and can accept payment by check or cash. Payments should be accompanied by appropriate payment coupon.
- During conversion period, there will be general processing delays in areas including billing and refunds due to need to change over computer systems.
- Office will be closed entirely for regularly scheduled holidays on November 8 (Election Day) and November 11 (Veterans Day).
- All services resume in full on November 15, 2016.
- The list above is not all-inclusive. For more information, call (401) 574-8829. Division is open to public from 8:30 a.m. to 3:30 p.m. business days.

The Division is moving to a new, agency-wide computer system that will eventually save everyone time and give taxpayers and tax practitioners more tools and improved online access. To get to that point, the Division must change over the old system to the new system. But to keep disruption to a minimum, the Division is doing the changeover gradually, in stages over time.

The changeover process that starts on November 7 will last four business days. It involves converting the corporate income tax, sales and use tax, and certain other tax types to the new, agency-wide computer system.

When the process is completed, Division staff will be able to access corporate income tax, sales and use tax, and certain other records via the new computer system. The entire Division of Taxation will resume full, normal services for the public starting Tuesday, November 15, 2016.

FOR MORE INFORMATION

If you have questions about the system conversion, call the Division's main phone line at (401) 574-8829. The Division is normally open to the public from 8:30 a.m. to 3:30 p.m. business days. For forms, instructions, and other information, see the Division website: www.tax.ri.gov. To reach specific sections with the agency, by phone or email, use the following address: www.tax.ri.gov/contact/